

**\*\*\*This is only a preview of the examination questions. To take the actual examination, please go back to the official bulletin, and click the examination link.\*\*\***

## **Training and Experience Evaluation**

**Inspector, Department of Motor Vehicles**

### **Departmental**

The California civil service selection system is merit-based and eligibility for appointment is established through a formal examination process. This examination consists of a Training and Experience evaluation used to evaluate your education, training and experience relevant to the position.

This Training and Experience evaluation is a scored component accounting for 100% of your rating in the examination process. It is important to complete the questionnaire carefully and accurately. Your responses are subject to verification before appointment to a position.

## **Section 1: Tasks**

### **Instructions:**

Rate your experience performing specific job-related tasks.

Respond to each of the following statements by indicating how the statement applies to you. You are required to respond to every question and provide relevant examples. Also, indicate the references who can verify the information provided.

In responding to each statement, you may refer to your WORK EXPERIENCE, whether paid or volunteer, your EDUCATION, and/or FORMAL TRAINING COURSES you have completed.

PLEASE NOTE: This examination is designed to gain an overall assessment of your education, training, and experience as it directly relates to the duties and the knowledge, skills and abilities required for this position. Possession of specific education is **not** required to be successful in this examination; however, such achievements may substitute for desirable levels of experience. All components of this examination have been carefully validated by tying them directly to job requirements and documenting their relevance to the position.

### **Rate yourself on the following tasks using the options provided in the examination:**

1. Reviewing applications and related documents for completeness, accuracy, and acceptability under established guidelines prior to approval.
2. Analyzing situations accurately, drawing sound conclusions, and taking effective action.
3. Interpreting and translating technical information into common, everyday language for a variety of audiences.
4. Organizing information to ensure accurate and clear documentation.
5. Establishing and adhering to work plans and timelines for completion of work tasks, assignments, and/or projects.
6. Preparing clear and concise reports and correspondence (e.g., memoranda, letters, emails) to document observations, issues, or facts; communicate with internal or external customers; or support recommendations.
7. Cashiering or collecting and processing fees from customers in accordance with established guidelines.

8. Conducting research to retrieve and compile information for projects or assignments.
9. Communicating clearly and concisely to audiences with various levels of understanding (e.g., public, staff, governmental agencies) to provide information and resources; verify accuracy of information submitted; and/or address non-compliance issues.
10. Protecting and maintaining sensitive and confidential information in accordance with established policies and procedures.
11. Physically securing property and equipment.
12. Utilizing available tools and resources to keep apprised of organizational changes to policies and procedures, rules, regulations; and/or make recommendations.